SOCIAL PLANNING and RESEARCH COUNCIL
of Hamilton and District

155 JAMES STREET SOUTH, SUITE #602 HAMILTON, ONTARIO L8P 3A4 TELEPHONE 522-1148

HAMILTON/GOLDEN HORSESHOE CONSULTATION ON HOMELESSNESS

CONSULTATION REPORT

JULY, 1987

Anne Hughes,
Consultation Co-ordinator

© THE SOCIAL PLANNING AND RESEARCH COUNCIL
OF HAMILTON AND DISTRICT, 1987

155 James Street South, Suite 602
Hamilton, Ontario. L8P 3A4

All rights reserved including the right to
reproduce in whole or in part in any form.

HAMILTON/GOLDEN HORSESHOE CONSULTATION ON HOMELESSNESS

ACKNOWLEDGEMENTS

THE SOCIAL PLANNING AND RESEARCH COUNCIL OF HAMILTON AND DISTRICT

AND

THE ONTARIO SOCIAL DEVELOPMENT COUNCIL

wish to acknowledge the generous support of the

International Year of Shelter for the Homeless Secretariat,
Ministry of Housing

They would also like to express their appreciation to all those who gave so willingly of their time and expertise:

The Conference Chairpeople
Dr. Michael Dear
The Workshop Facilitators and Presenters
and
The Planning Committee

A special thanks is also extended to the support staff of the Social Planning and Research Council. A very special thank you is extended to Caroline Eyk for her dedication and patience in preparing this report.

HAMILTON/GOLDEN HORSESHOE
CONSULTATION ON HOMELESSNESS

CONTENTS

Acknowledgements i

Preface iii

Executive Summary v

Consultation Purpose 1

Consultation Format 2

Opening Address 4

Workshop Summaries 11
- Affordability and Quality 11
- Supportive Housing 16
- Emergency Housing 20
- Refugee Housing 25
- Availability 29

Rooftops Canada 34

Closing Plenary 35

Recommendations 37

Consultation Participants 44

Consultation Registrants 48

Evaluation Summary 56

PREFACE

HAMILTON/GOLDEN HORSESHOE CONSULTATION ON HOMELESSNESS - Strategies for Change was a one-day consultation held at the United Steelworkers Hall, Hamilton on Thursday, May 28, 1987. The consultation was sponsored by the International Year of Shelter for the Homeless (IYSH) Secretariat, Ministry of Housing and was one of six Regional workshops across the Province of Ontario. Participants came from Hamilton-Wentworth, Niagara, St. Catharines, Halton, Kitchener-Waterloo, Brantford, Haldimand Norfolk, London, Toronto and Peel.

SOCIAL PLANNING AND RESEARCH COUNCIL OF HAMILTON AND DISTRICT

The Social Planning and Research Council (SPRC), a United Way member agency, has a sound 25 year history in the Hamilton area, characterized by high quality research, excellent community development capabilities and outstanding organizational expertise.

Housing and poverty have been a major research focus for the Council over the last 5 years, leading to a broad array of recommendations which have been adopted by local government, and to broad-based coalition building in the community. SPRC staff are also skilled evaluators, providing consultation services to a wide variety of agencies and organizations in the community.

The problem of homelessness in our communities is a growing one and the Social Planning and Research Council was pleased to provide a forum for developing solutions.

ONTARIO SOCIAL DEVELOPMENT COUNCIL

The Ontario Social Development Council (OSDC), a voluntary, non-profit organization which works to promote socially responsive and responsible public policy, was founded in 1908. It was known as the Ontario Welfare Council until 1982 when it acquired its present name. The OSDC maintains an Ontario-wide presence through its Board and Committee representation.

Its structure provides for representatives from the seven regions of Ontario. While working towards the strengthening and recognition of the voluntary sector, the Council has displayed a sensitivity to the needs of all groups in society, and it has endeavoured to present those views in a balanced and effective way.

The Council has traditionally regarded Housing as an area of general concern and has viewed Special Needs Housing as a particular issue of interest and activity. Through the efforts of its Committee on De-Institutionalization, the Council works to both influence government policy decisions as well as monitor existing programs.

EXECUTIVE SUMMARY

The Hamilton/Golden Horseshoe Consultation on Homelessness - Strategies for Change was a one day workshop presented by the Social Planning and Research Council of Hamilton and District and the Ontario Social Development Council. It was one of six Regional workshops sponsored by the International Year of Shelter for the Homeless (IYSH) Secretariat, Ministry of Housing.

The consultation brought together representatives from service agencies, voluntary groups, federal, provincial and municipal governments, churches and homeless people from a wide area including Niagara, Halton, Hamilton-Wentworth, Brant, Kitchener-Waterloo and Haldimand-Norfolk.

The Keynote Speaker was Dr. Michael Dear, Professor of Geography, University of Southern California. Dr. Dear discussed the dimensions of homelessness in the United States and Canada. He outlined the three major causes of homelessness - structural changes or forces in society, spatial constraints that concentrate the homeless in certain areas and adverse events. The causes of chronic homelessness or how people stay in the homeless condition were also discussed. Some solutions for these conditions were then presented.

Five concurrent workshops then explored problems, new programs and solutions for Homelessness.

The Affordability and Quality Workshop discussed the reality of unaffordable housing and why this has become an acute problem in our communities. Specific problems were raised, such as the inability of many people to provide the last month's rent that is required to rent an apartment; maximum unit prices for Social Housing which are consistently too low to build quality housing; and a lack of land banking, which is required to lower costs. The Homesharing Program of Kitchener-Waterloo was described as one method to provide affordable housing.

The Supportive Housing Workshop outlined the problems of deinstitutionalization, transition from the hospital to the community and fractured services. The problems of Second Level Lodging Homes include a lack of funding to pay for or train staff and a lack of support programs in the community to facilitate the movement of clients to independent living. The Bethlehem Housing Project of Niagara was described and while most participants were enthusiastic about the project goals there was concern that residents would not be able to find affordable housing when they were ready for independent living.

The Emergency Housing Workshop outlined some of the hostel services in the Hamilton community. Hostels have become semi-permanent residences for many homeless people. Residents face problems of a lack of employment, affordable housing and community support services to facilitate the move to independent living. The problem of community attitudes and discrimination against homeless people was also discussed. Education programs are needed to inform politicians and the general public about the increasing problems of homelessness.

The Workshop on Refugee Housing focused discussion on the problems of finding affordable quality housing. Refugees often experience discrimination from landlords, and because they have limited incomes, they are frequently forced to rent apartments that are dirty and inadequately maintained. Participants agreed that the one year Ontario resident regulation for eligibility for subsidized housing should be removed. Education for the general public about the situation of refugees and their value to the community was also discussed.

The Workshop on the Availability of Housing outlined many problems with existing zoning by-laws and the cost of land. Municipal governments and the community at large must take on the responsibility for providing housing. Community attitudes towards social housing are often major stumbling blocks for projects. Education programs are needed and projects should be smaller in order to be better integrated into communities.

Major Recommendations

A. It was recommended that the Provincial Government:

1. Amend the Planning Act to require that during the private development process a 5% dedication of land be allocated to the municipality to be used for social housing.

2. Develop land banking programs to decrease the cost of land to allow the development of affordable housing.

3. Increase the Maximum Unit Price (MUP) to reflect the actual cost of units in social housing projects.

4. Change the wage structure (a minimum wage of $6.50/hour) and increase the social welfare rates so that everyone can receive some kind of adequate guaranteed income.

5. Co-ordinate the funding of housing and support services. The Ministry of Housing, Ministry of Health and the Ministry of Community and Social Services need to provide housing projects and support services to meet the social needs of residents.

6. Provide funding to develop family emergency shelters where a 2 parent family can stay together while they look for other accommodation.

7. Provide funding to supply the last month's rent for people who are on social assistance programs.

8. Provide funding for the development of the Crisis Care Home project in Hamilton and other communities. The home is to be a service for mentally ill or psychiatric clients who are experiencing a personal crisis.

9. Remove the right of municipalities to "down zone" multiple dwelling unit zoning designations to lower density designations in response to actual or anticipated community opposition to social housing projects.

10. Allow the development of smaller (less than 50 units) social housing projects so they can be assimilated more readily into communities.

11. Remove the one year Ontario resident regulation for assisted housing.

12. Provide funding for the development of education and research programs to inform communities of the need for affordable/quality housing and to indicate that housing is a right for everyone.

B. It was recommended that Municipal governments:
   1. Increase their level of involvement in social housing. As a general principle, the provision of social housing should become more of a municipal obligation and responsibility with appropriate funding from the upper levels of government.

   2. Develop a housing registry that lists all available/affordable housing in the area. They should also maintain a common waiting list for all non-profit housing projects.

C. It was recommended that the Federal government, through the Canada Assistance Plan, and in co-operation with the Provincial governments:
   1. Increase welfare assistance because it is inadequate to pay for food, shelter and other necessities.

   2. Provide immigrants with an orientation package (in their mother language) of information that outlines what is available in Canada in the areas of housing, employment and services. Many refugees come with expectations that are not met.

D. It was also recommended that:
   1. All municipal non-profit corporations should have a range of community group representation on their boards, which would include labour groups, social planning councils and other community associations concerned with social housing issues.

   2. There was general support from the participants for the recommendation of the provincial task force on Roomers, Boarders and Lodgers, that all rooming, boarding and lodging homes should be covered by the Landlord and Tenant Act.

   3. The Social Planning and Research Council sponsor an initial meeting of key personnel from all of the Regional Workshops to explore a Provincial Coalition.

Follow Up

The Social Planning and Research Council has agreed to initiate action coming out of this consultation by organizing an initial meeting of a proposed Regional Coalition, and will work co-operatively with the Ontario Social Development Council to investigate the possibility of establishing a Provincial Coalition.

CONSULTATION PURPOSE

The Consultation on Homelessness was designed to provide a forum for the sharing of problems and innovative ideas or programs in the social housing field. It was also designed to allow participants the opportunity to consult together about "strategies for change" in this area. Through this consultation, an understanding of homelessness in local communities evolved and the needs of the homeless were identified.

The emphasis of the consultation was on "Strategies for Change" or solutions to the problems that create homelessness and the everyday problems that homeless people face. Also, it was hoped that the consultation would act as a spring board for continuing discussion and action in the community involving a broad cross-section of participants. Consultation participants and registrants included representatives of service agencies, voluntary groups, federal, provincial and municipal governments, church groups and homeless people themselves. By specifically involving the homeless in the consultation, it was hoped that an important, but infrequently heard new voice could be added to ongoing community efforts.

The Consultation also focused public attention on homelessness in our communities. The distribution of this final report will also provide more information for all of the participants. The Consultation report will be presented to the Ministers' Advisory Committee on IYSH, July 24, 1987 in Toronto. The reports from all six Regional Workshops will be presented at the Canadian Conference on IYSH in Ottawa on September 13 - 16, 1987.

CONSULTATION FORMAT

The format of the Consultation consisted of:

- opening remarks
- keynote speaker
- five workshops
- Rooftops Canada Presentation
- Closing plenary - recommendations

Alderman Shirley Collins, City of Hamilton, opened the Consultation by bringing greetings from the Region of Hamilton-Wentworth. Mr. Jeffrey Patterson, Chairman of the Ministers' Advisory Committee on IYSH, expressed greetings from the Province.

Glenda Laws, Chairperson of the Community Development Advisory Committee, Social Planning and Research Council of Hamilton and District, introduced Dr. Michael Dear, the keynote speaker. Following this, participants had the choice of attending one of five concurrent workshops.

After lunch and entertainment by "Street People", the participants again attended one of the five concurrent workshops.

The Rooftops Canada audio-visual show was presented in the afternoon and the late afternoon closing plenary session was chaired by Alderman Ben Vandezande, City of St. Catharines. Facilitators presented the

recommendations that were developed in their workshop sessions and the participants had the opportunity to respond and comment about the issue of Homelessness. The closing remarks were delivered by Dorothy Marchesan, Chairperson of the Consultation Planning Committee.

The total number of participants was 180.

OPENING SPEAKER - DR. MICHAEL DEAR, PROFESSOR OF GEOGRAPHY, UNIVERSITY OF SOUTHERN CALIFORNIA

Dr. Michael Dear first set out the dimensions of the problem of homelessness in the United States and Canada and indicated that the stereotype of the male, alcoholic, middle-aged homeless person is no longer typical. The homeless are now increasingly youth, women, families and ex-psychiatric patients. The fastest growing homeless segment in the United States is families. One-half of the homeless in Toronto are under 21 years of age, and in most large cities there is no chance of getting shelter in the evening. There are just not enough beds.

Next, Dr. Dear discussed the causes of homelessness, noting in particular two critical stages. The first stage consists of factors which cause a person to become homeless initially, and the second stage is chronic or continuing homelessness (i.e: once a person becomes homeless there are many factors that keep him/her homeless). He indicated that if we want to understand the causes of homelessness, we have to look at 3 distinct kinds of explanations. First, a series of structural changes - or background long term social trends - in society. Second, Dear noted, are spatial constraints which act to concentrate the homeless in certain parts of the city. There are a range of factors in Canadian and Amercian cities which are ghettoizing the homeless. Third, there are a range of personal adverse events. These are the immediate causes of homelessness (for example, an eviction or a catalyst which turfs you out onto the street).

1) Structural Changes

The key word to understand, noted Dear, is restructuring, that is, a major restructuring of the economy and the welfare state. The economic base of Canada is undergoing significant changes as the old manufacturing base of cities alters. The steel industry, the car industry and the textile industry are in significant flux if not decline. As a result, people are being deskilled and turned out of work, as part of a significant economic depression or recession - the worst economic downturn since the thirties.

The welfare state is also being restructured. More and more of our welfare services are being turned over to the private sector. Cutbacks and deinstitutionalization are also a symptom of restructuring of the welfare state. Deinstitutionalization was and remains a good idea but what went wrong was our implementation of that policy. The closure of psychiatric hospitals has not been followed by a movement of money into the community for programs.

To summarize - "a series of restructurings in the economy and a series of restructurings in the welfare state have caused a large increase in the demand for social services and shelter."

2) Spatial Constraints

There has been an incredible loss of shelter for people who do not have money. Low income housing, affordable housing and supportive housing has all but disappeared, and the construction of new units or conversion of old units has basically stopped. The reasons for this range from condominium conversion to tax abatement programs.

The shelter opportunities for homeless people are distributed only in a very small area. For example, in Hamilton there is a very strong downtown clustering of shelter and service opportunities. This concentration of services provides a coping mechanism where people can find support and friends. It is also a result of community opposition, which is a factor in preventing the spread of shelter and service opportunities to suburban communities. Another factor is the way people regard the homeless. The typical pecking order of deviant people goes from mentally retarded children and the elderly on one end, to substance abusers (alcoholics, drug addicts) and criminals on the other, with psychiatric patients in between. Unfortunately, homeless people tend to be popularly seen as incorporating all of these elements, leading to negative community attitudes towards shelters or other services. As a result, ghettos are established.

Dear remarked that the planning community has to a certain extent increased ghettoization by following certain planning practices. They often search out non-controversial sites to put in group homes, lodging homes or other shelters. Opposition from suburban residents is often anticipated,

therefore it is not tried. Even when there are new by-laws to alleviate this situation, ghettoization goes on.

On the demand side, restructuring has set up increasing demands for shelter and on the supply side, there is a diminished supply of housing which is geographically constrained. The two sides are brought together by adverse events.

3) Adverse Events

Adverse events are the unpredictable events which on a daily basis impact on the homeless or potentially homeless. They include events such as: an eviction notice, discharge from an institution, loss of a job, a personal crisis including divorce and domestic violence and removal of financial support or a social support network.

"That's how you get to be homeless. The economy is restructured, the welfare state is restructured, your shelter opportunities are diminished and concentrated in a very few areas. When you have the demand and supply side coming together, they are linked by a series of adverse events which topples someone or tips someone into being homeless."

The descent into homelessness is not however, the end of the story. What causes a person, once homeless, to remain chronically homeless? How do people stay in the homeless condition? There are five main reasons:

1) The actual experience of living in a shelter. Some make the experience of homelessness even worse. Some shelters exclude certain groups. Some have intrusive routines - filling out forms or health checks for example. Living conditions are appalling in some cases and the experience is a demoralizing one.
2) Financial situation - Canadian welfare payments are equal to one-half of the official poverty line.
3) The availability of assistance - Homeless people often need shelter plus a service - food, job search, clothing and so on. Most of these are rationed by waiting lists.
4) Personal environment - Cleanliness is an impossible goal, sleep is a luxury, nutritional food is a scarcity. In the winter, there is the risk of death through freezing and in the summer - sun burn or sun stroke.
5) Experience of life on the streets - Muggings are common and street people are harassed by police and other street people - most spend their day walking to avoid this.

The experience of being homeless itself perpetuates homelessness and it has a cumulative effect. Chronic homelessness can occur within 2 weeks.

Unfortunately, the search for solutions is not very hopeful. Homelessness is not going to go away, in fact, the demand for social services and shelter will increase. Half of the new jobs that have been created in the United States in the last five years have been at the poverty end of the income scale. It is a highly improbable scenario that an economic upturn (when it comes) is going to bring everybody out of homelessness. It is also unreasonable to expect that many of the homeless will join the labour force, (for example, expsychiatric patients, substance abusers etc.). They will remain in need of care and the services will have to exist.

Past practices and historical examples can predict where we are going now.

What we have seen in history and what we are repeating is a movement from work houses to asylums to the community and now back to asylums. In California, we are presently repeating an 18th, 19th century move towards institutionalization. The failure of governments to provide the community support services, necessitates a move back to asylums. There is no need for this. We must look at the people we are trying to help and address their specific needs. Some will bounce back from the economic depression and work their way out of homelessness. Some will be permanently deskilled by the restructuring; they need shelter now. Emergency shelter is clearly a necessity.

We need to deliver on the promise of deinstitutionalization. Expsychiatric patients or substance abusers require community based health and welfare. The chronic group will always need an asylum - but this does not mean new institutions.

It took us 25 years to create these circumstances and it is going to take a long time to solve them but we must take the first steps as soon as possible.

WORKSHOP SUMMARIES

A. AFFORDABILITY AND QUALITY

Facilitator: Sophia Gubbins - Community Activist

Presenters: Bill Bain, Betty Ann Baker, Lee Salmond

Bill Bain - Chief Administrative Officer, Hamilton East Kiwanis Non-Profit Homes Inc.

Mr. Bain first gave a synopsis of housing programs in Ontario - where we've been, where we are now and where we are going. In Hamilton and other communities, social housing is often the only way for people on limited incomes to find affordable housing. Housing prices have skyrocketed and no new rental units have been built in many years. The private sector has basically gotten out of lower cost housing. Therefore, the number of people who can't afford housing has risen and the number of "hidden homeless" who are underhoused or who have inadequate housing has also increased.

We need quality groups to run good social housing projects on a long term basis and we need a change in community attitudes to be able to build townhouses in neighbourhoods.

The advantages of the Kiwanis program are that people can buy the house, and no one knows where the houses are, thus minimizing stigma. It was also noted that the houses are all well cared for.

Betty Ann Baker - Executive Director, Niagara Penninsula Homes

The issue of affordable housing and why rents are so high was addressed. Rents are high because housing is mostly for profit. The new capital gains tax exemption enables people to buy up housing, sell it for a large profit and also be exempt from taxes. Tenants to some extent will have to pay for this. People who are receiving some type of social assistance cannot provide first and last months rent to initially secure an apartment or townhouse.

Several groups that have great difficulty in finding housing are low-income singles, youth and those that are psychiatrically disabled as well as refugees. There are no programs for these groups.

There are also difficulties with existing social housing programs. For Co-op or Non-Profit housing programs, a market survey is taken of similar rental accommodation in the community to establish the low end of market rents. However, today those comparisons are being made to luxury apartments or condominium developments because that is what is being built. Therefore, even the low end of market rent is too high for someone on social assistance. The comparison is unfair.

The standards for new construction are a minimum and the budgets for social housing are not keeping up with expenses. The Maximum Unit Price (MUP) is consistently too low and social housing projects are unable to build in quality because of these restrictions.

Co-ops are self-managed and they provide security of tenure. Money for maintenance is spent on maintenance and they provide a supportive community where you can get involved.

Unfortunately, the province has made some of the social housing too bureaucratic and also because of policy some groups have traditionally not been housed - singles and middle-income people.

The newest provincial initiative is Project 3000 which will provide housing for singles. It is an exciting new project which must continue to be funded and coordinated between Ministries.

A basic problem is that we need a larger number of units and people need more money to pay for housing.

Ms. Baker also mentioned a project that the Co-op movement has started in Canada to look at solutions for housing around the World - Rooftops Canada Foundation.

Lee Salmond - Co-ordinator, Homeshare Waterloo Region

Homesharing is a concept where two or more unrelated people share a dwelling unit - an apartment, townhouse, house or whatever.

The Ministry of Housing and the Municipality fund the project on a 50-50 basis. The Waterloo Homeshare project is designed for single parent families and seniors.

The program is a response to low vacancy rates across Canada, discrimination against single parents in housing, the increasing number of conversions to expensive condominiums and the high cost of housing. Also there is more demand for home support services for seniors. Sharing accommodation provides a supportive environment for single parents as well as providing lower affordable rents.

There are two models of service - one is a referral service and the other is a counselling service. They both offer intake screening, reference checking, interviewing and referral for housemates.

The Waterloo program provides:

- housing options counselling
- home interviews (in depth)
- home inspections (information about property by-laws etc.)
- introductions
- assistance with homesharing agreements

The Waterloo project is just beginning its implementation phase, however other projects across Canada have had good success rates.

DISCUSSION

The major points of discussion included:

1) Problems with slum landlords, and discrimination against women with children and singles. People who have been forced through adverse events to be on social assistance do not want to be ghettoized or labelled in extensive social housing projects. Also, it is important to start asking "the homeless" what they want and provide ways for them to be involved in working on their own needs for housing.

2) Need for programs where the motivation to work, to improve yourself and to save money to get off of welfare and possibly buy housing is built in.

3) Loss of rental stock and the need for innovative programs. Zoning by-laws need to be reviewed so that empty buildings in the downtown can be converted to provide housing.

4) The need for more resources for PNP's/MNP's and Co-op's so that they can provide not only housing but support to people in social housing.

5) Joint approaches between social services and housing providers to combine expertise in providing programs.

6) Land banking by governments is needed.

7) The pressing need for all levels of government to change their priorities. Budget expenditures are a result of priorities, and agencies and citizens need to pressure governments to include housing as a top priority.

8) A method to increase funding for housing was discussed. The people of Ontario would be allowed to designate their tax dollars to programs of their choice, for example housing, rather than defence or armaments.

B. SUPPORTIVE HOUSING

Facilitator: Bill Bosworth - Executive Officer, Homes First Society, Toronto

Presenters: Brian Leckie, Carmela Vidic, Donald Sloboda, Ellen Zwart

Brian Leckie - Coordinator, Community Housing Service, Hamilton Psychiatric Hospital

The problems of deinstitutionalization and transition from the hospital to the community were outlined by Mr. Leckie. People go from a family setting where the help for the individual tends to be non-productive, redundant and ineffective, to the Institution for treatment and then they are discharged. Generally, they are referred to 2nd level lodging homes and they have a support person who follows up. However, services are often fractured and there are few connections between hospitals and lodging homes. Stronger community support networks are required.

Carmela Vidic - Lodging Home Field Worker, Regional Social Services

The definition of a Second Level Lodging Home according to the by-law is - a house where the operator offers to residents guidance in the activities of daily living, advice and information. They provide suitable and comfortable accommodation for those clients who for various reasons are unable to live independently in the community and who require 1-1/2 hours or less of nursing care per day.

Three client groups are referred to second level lodging homes - the psychiatrically disabled, mentally retarded and the elderly. Client criteria, agencies that refer and provide support services were discussed.

Clients are allowed $77.00 per month as a comfort allowance to pay for clothing and other personal needs. This amount is not sufficient and should be raised.

Donald Sloboda - Vice President, Ontario Long-Term Residential Care Association

Second level lodging homes are essentially an extension of the hospital. A major component of the service is programming, consultation with the clients, recognition of deterioration, and working with social workers. Funding for more professional staff and training programs for existing staff is required to provide all of these services to the clients.

More affordable housing and support programs in the community are required to facilitate the movement of clients to independent living.

From a development perspective, there are many problems associated with converting buildings or building a new facility. Thirty-two pages of by-laws and the cost of development limit new projects. Community attitudes create an additional barrier, as neighbourhoods don't want lodging homes in their areas.

There is a need for more private or semi-private lodging homes to keep up with the demand.

Ellen Zwart - Coordinator, Bethlehem Housing Project of Niagara

Ms. Zwart is in the process of developing the support services of the Bethlehem Housing Project while the housing (apartments) is being built. It is a second stage project that will provide shelter with a support network. The aim of the project is to help residents develop life skills that will enable them to move on to independent living. The support program will include activities such as life skills, nutrition counselling, job rehabilitation, budgeting and a parent-child resource center where parents can learn parenting skills and new ways to interact with their children.

Clients will include families, singles, single mothers, victims of family violence and others as long as they have the possibility for living independently. Bridges or links in the community will be developed to facilitate the transition to independent living.

One of the major problems will be motivation to get participants to actually move on into the community. Follow-up will be provided after discharge.

Finding affordable housing will also be a problem that the project will have to deal with.

Funding is another problem. Government should be more cognizant of the fact that the delivery of this kind of program requires more administrative support and funding.

DISCUSSION

Both morning and afternoon workshops discussed the perpetuation of homelessness due to a lack of permanent or long term solutions to non-available, non-affordable housing that people can graduate to after learning the skills necessary or finding employment. The motivation and incentive of people is stopped short because there is no place to go. The point system used to get into subsidized housing works against people if they are already in a subsidized supportive situation. There is limited supportive housing for the working poor.

The need to educate politicians and the general public through the media and writing letters to the Ministry was discussed. The Niagara Region in particular, needs to push for the subsidization of lodging homes so that more could be developed for the community. Neighbourhood acceptance of boarding or lodging homes was also discussed.

Limited funding and heavy caseloads are problems. Programs need to be developed to provide opportunities for long term employment. Once employment has been achieved, people need flexible affordable housing programs so they can retain their personal advancement and not just transfer all of their earnings to a lodging home for accommodation.

The morning workshop also discussed the need for more facilities for those who cannot function effectively or independently on a long term basis. These are non-rehabilitative or Hard-to-Place (drug and alcohol abusers) people and many are now in 2nd level lodging homes.

C. EMERGENCY HOUSING

Facilitator: George Gliva - Social Worker, Hamilton Psychiatric Hospital

Presenters: Brother Richard MacPhee, Lucille Yates, Brenda Farge, Norma Walsh

Brother Richard MacPhee - Executive Director, Good Shepherd Centre of Hamilton

The programs of the Good Shepherd Centre were described. The centre provides long term beds for men that may be alcoholics and who may also have psychiatric disorders. They also provide 25 beds for transient men, many who are between the ages of 16 to 25. The foodline services between 150 and 250 men, women and children per day. Many come to the foodline because they pay 60% of their incomes on shelter and have no money left for food. Counselling services and emergency assistance with clothing are provided as well.

A women's shelter has also been developed that incorporates some life skills training with a supportive social environment. Follow-up services are also provided to assist the women with living in the community.

The problems encountered by Brother Richard's clients include a lack of employment, unaffordable housing and the label of being homeless. Increasingly, children are being affected.

We need affordable, dignified and respectable housing. General Welfare Assistance is not enough to live on and, first and last months rents (plus $100 deposit on hydro) are necessary so that people can initially secure housing. We need homes, not hostels and community support systems to keep people in their homes.

Lucille Yates - Residence Director, MacNab Street Y.W.C.A.

The housing facilities of the Y.W.C.A. were described. One of the overall difficulties is the problem of finding affordable, independent living situations for those residents who wish to move.

Two new programs have recently been developed. A psychiatrist provides consultation for clients and a link to other programs in the community. Also a public health nurse comes in to discuss nutrition and health.

Frequently clients at the Y.W.C.A. are victims of family violence, runaways, and women between 35 - 55 years of age who are burnt out emotionally and physically.

Peer contact and socialization is an important factor for many of the Y.W.C.A. residents.

The Y.W.C.A. has had a 100% occupancy rate since January with a waiting list.

Brenda Farge - Researcher, Homeless Women and Emergency Shelters

Ms. Farge conducted a research project on homeless women (specifically single women) and the emergency shelters available to them. She visited 6 different cities in Ontario to research the emergency facilities available.

The problems of deinstitutionalization are very broad and the facilities and programs available to these people are totally inadequate. Many stay in the hostel circuit - 2 weeks here and then another 2 weeks there. They have been moved out of one form of treatment into a vacuum and no one is taking up the slack. Shelters have become the inheritors of the problems. The mental health system is not recognizing this and funding is not available for community programs.

Another problem is that the necessary structures of emergency shelter are de-skilling people in the long term. Life skills are not used and people are treated like adolescents.

There is enormous community resistance to developing long-term solutions for the homeless. The general public has a stereotype image of street people. He/she is non-white, uneducated with a multitude of mental, physical or psychological handicaps. It is almost always the individuals fault that he/she is homeless because of an unwillingness to work or change personal habits. Therefore, the general attitude is to ignore and resist providing homes and services to them.

Housing is dealt with in a profit market - not as an essential human right.

Norine Walsh - Director, Social Planning and Policy Development, Social Services Department

Ms. Walsh described the background and anticipated services of a Crisis Home in the Hamilton community. The Crisis Home idea is being developed by a committee of involved community agencies and they are presently looking at possible sites and working on funding.

The Home would supply a place for people who are having a personal crisis related to medication, behaviour or other problems to stay for a short term while they are getting "back on track". Maximum stay would be for 2 weeks and the family, agency, lodging home or shelter that admitted the person would be responsible for housing after the stay at the Crisis Home.

Staffing at the Crisis Home would have a heavy psychiatric background. The home would hopefully eliminate the problem of people being re-admitted to the hospital which is a giant step backwards in their lives.

DISCUSSION

The discussion centered around some of the major problems that emergency shelters are now experiencing. For many, hostels have become a permanent way of life. Affordable housing is unavailable, they do not have the funds to pay 1st and last months rent, life skills have deteriorated so that they cannot cope independently and community support programs for people with major behaviour problems are few and far between.

Hostels need more funding to provide highly trained staff to deal with the variety of situations that they are now faced with. The numbers of youth in the hostels are increasing and there are many new problems connected with this.

If social assistance rates were increased, landlords would increase the rents because they often peg them to the amount of money they know that people have. The first answer is more affordable housing and education for politicians, landlords and the general public about the increasing problems of homelessness.

One programming suggestion was to encourage businesses to open unused space in malls, or hotels to be used as drop-in or resource centres during the day for homeless people.

D. REFUGEE HOUSING

Facilitator: Monica Quinlan, Coordinator, SHAIR International

Presenters: Lorraine Petsche, Rev. Miguel Castro, Eva Stradenska

Lorraine Petsche - Co-Chairman, Refugee Committee, St. John the Baptist Parish, Hamilton

The Refugee Committee of the Roman Catholic Community of Saint John the Baptist Parish first sponsored a Vietnamese family six years ago. They have just applied for a family or a group from Central America.

Finding affordable accommodation was a problem 6 years ago and still is a problem today. Vacancy rates are low and there are long waiting lists for affordable housing.

Also, today it seems that there is less sympathy for refugees coming to Canada. When the committee sponsored the Vietnamese family they were overwhelmed with the support. Today this support has diminished for Central American refugees.

Difficulties with finding affordable accommodation included property managers who are reluctant to rent to someone they do not know and those who may be prejudiced (although this is difficult to prove).

Rev. Miguel Castro - Minister, Hispanic Wentworth Baptist Church

Rev. Castro, an El Salvadorian Baptist Minister, expressed the need for a centre where Central American people can voice their concerns, political views and contribute to the Canadian culture.

There are two types of immigrants - landed immigrants who have government assistance and refugee claimants that come across the border with no status. Churches often provide sponsorship to both landed immigrants and refugee claimants. In some cases the sponsorship lasts for a year, for example the Vietnamese Boat People. Recently, however, refugee claimants may only be provided with a place to stay for a few weeks or a few days. It is not a real home. At the same time, volunteer friends may be looking for a permanent residence, however, there are just not enough. Rents rise in proportion to the economic means of the refugees.

Another problem is finding accommodation for single men who are working and probably sending money home for their families. Landlords will not accept more than two men in one apartment and often not even that.

Eva Stradenska - Counsellor, Hamilton and District MultiCultural Centre

Landed immigrants (those sponsored by the government) have some money for rent, furnishings and necessities. The problem is housing. Because they do not have an employer's record, they have no references. Usually, they have no family, or friends in Canada and they need a place to live.

Apartments that accept refugees are a mess with dirt and cockroaches. Are there controls or by-laws that would eliminate this? Refugees are coming to Canada as their dreamland and they are faced with this housing situation. Many places do not accept children. Refugee incomes are low and even with government sponsorship they cannot afford the rents. Families sit in a hotel for a month or maybe two, in a small room, with no money, waiting for a miracle.

For this year, the number of government sponsored immigrants for Canada is 120,00 and 1/3 or more will come to this Region.

Laws protect landlords but there is not enough protection for tenants. Landlords will not rent one bedroom apartments to a family even though according to cultural backgrounds the amount of space available would be acceptable.

DISCUSSION

The problems with respect to refugee claimants were discussed. They have no legal status and may or may not be staying in the country. They often cannot work until after they have their hearing. This situation is very confusing for support networks such as the churches who want to help.

Many times refugees do not want to voice a complaint about the problems with their housing because they do not want to risk losing their apartment. Sponsors are worried that the landlord won't rent to them again. Refugees may not be aware of their rights. One way to solve this would be to supply more funding for Co-operative housing where refugees could be involved in their own housing.

The one year residency requirement for eligibility for subsidized housing was discussed. Refugees cannot apply for subsidized housing until they have lived in Ontario for a year.

Other problems were discussed:

- the need for affordable/quality housing after sponsorship;
- discrimination and attitudes towards immigrant people;
- the need to set aside some emergency housing for refugees;
- the need for education about refugees and their problems as well as educating refugees so their expectations are not unrealistic;
- the need to fund outlying communities so they can provide programs and support.

E. AVAILABILITY

Facilitator: George Wheeler, Program Officer, Ministry of Housing

Presenters: Julia Atkinson, Terry Fraser, Tony DiSilvestro, Norm Westbury, Paul Chapman (AM), Rosemary Campbell (PM)

Increasing the housing supply can be accomplished in three major ways - conversion of non-residential buildings to residential, conservation of existing units and developing new projects some of which should include support services.

Julia Atkinson - Housing Consumer

As a housing consumer, Ms. Atkinson has experienced underhousing and paying 61% of the family income for rent alone. Since this time she has been on just about every housing waiting list in the City for years and has spoken to City Hall about the problems. The biggest problem with social housing is the prejudice that goes along with it. There is a need to educate the general public about the lack of available, quality affordable housing.

Terry Fraser - Vice-President, Hamilton Social Housing Coalition

Mr. Fraser reviewed the increase of the Hamilton-Wentworth Housing Authorities waiting list. Of those on the waiting list, 65% are in serious need according to the point-rating system. The waiting lists however, only give a partial picture of the situation.

The root causes of the problem are the high cost of housing because of profiteering. The cost of land before you build on it is extremely high. Also, housing projects are being rejected because people and politicians oppose building in their neighbourhoods.

Essentially housing is a political responsibility and must become a priority issue with politicians. Education is needed to change attitudes towards social housing.

Tony DiSilvestro - Housing Developer

The problems of building social housing from one developer's perspective were discussed. In a social housing project, there are four main players - the sponsoring group, the consultant, the architect and the general contractor. In some cases, the consultant receives up to $3,000 per unit and as a result, there is a shortage of money for the rest of the expenses.

Project management firms must provide a bond for their fees, however if they can provide two letters of rejection from bonding companies then that requirement can be waived. These rules need to be changed.

It is important for sponsoring groups to thoroughly check references before hiring people for the project. Also Boards need to be very strong to direct the project.

Norm Westbury - Representative, Alec Murray Real Estate Co. and Chairman of Hamilton Mountain Legal Clinic

The issue of community opposition to public housing was discussed. Clients do not want to buy near a social housing project. Mr. Westbury indicated a need to fund smaller projects in prime real estate areas within the community not in the middle of nowhere. He also stressed the need to provide an avenue where people can move to buying their own home. A rent-to-own plan needs to be investigated.

The number of single women and families seeking accommodation is increasing. There needs to be greater city awareness of the problems.

Paul Chapman - Planner, City of St. Catharines (Morning Presenter)

A major problem is that there are not enough sites that are zoned for multiple residential development. Often land that is appropriate for this use but needs rezoning faces enormous neighbourhood resistance. Sites that have been zoned are being used for condominium development. Limitations in the planning act prevent zoning for tenure.

There are restrictions on converting buildings for apartments and by-laws often restrict adding units to existing buildings.

The provision of enough housing must be made a community responsibility that is shared by everyone - not just by the government, advocacy groups or social organizations. Bridges need to be built between Social Planning

Councils, developers, owners of buildings, and politicians to bring about a better understanding of the problems of both the users and the suppliers.

Projects should go small scale to fit the community. Adequate money must be available to ensure that the design, landscaping and exterior finish are compatible with the area.

Rosemary Campbell - General Manager of the Municipal Non-Profit Housing Corporation (Afternoon Presenter)

Planning issues with respect to social housing projects were discussed. Down zoning requests from multiple residential to single family designations have often been granted by City Council. Therefore, there is less housing being developed in the City.

At the time of official plan designation, land is often not zoned but will be left as agricultural or open. When a rezoning application is being made for a multiple residential designation then the neighbourhood opposition is incredible. Land should be appropriately zoned at the time of the official plan designation so that people are aware early.

The zoning by-laws are outdated especially for social housing. They need to be updated and made more flexible. Also converting or duplexing is a good idea but zoning regulations often make it difficult to do.

Planners need to be educated about the need for social housing. They can be very useful in co-ordinating projects and steering through the political process.

DISCUSSION

The discussion in the availability workshop touched on many issues. First, the responsibility of municipalities to make dollar contributions for land costs was discussed. The Province also needs to provide firm directions and money to support local housing initiatives.

Politicians need to be educated about the need for and the positive ways of incorporating social housing into communities.

A need for an accreditation system for consultants and contractors to ensure the quality of their work was discussed.

Community attitudes with respect to social housing were discussed in both workshops. Projects need to be smaller and better integrated into the community. They should not be "signed" as social housing and the provision of affordable housing must be seen as a social obligation.

Greater use should be made of vacant buildings. They should be surveyed and incentives developed so they can be converted into apartments.

Provision should be made to develop housing for singles and the elderly in rural communities.

ROOFTOPS CANADA

The Rooftops Canada IYSH slide/tape show was viewed at the Consultation. Rooftops Canada is committed to encouraging Canadian housing cooperators to become more aware of, and involved in international shelter issues. This objective is seen as complimenting their work in promoting co-operative housing in Canada.

As cooperators, they know the value of building and managing their own communities and the dignity and self-aspect that comes with it.

Rooftops Canada provides a forum for discussing the problems of underdevelopment and human settlements. It promotes international "cooperation among cooperatives" by supporting shelter projects in the developing world.

CLOSING PLENARY

Each facilitator presented the recommendations from their morning and afternoon workshops. Participants were then asked to comment or to ask questions. The following is a summary of the comments:

1. Rent controls are very important to people looking for or living in rental accommodation.
2. The hope that the consultation was not just another "talkfest" in preparation for another election. There must be a commitment by all levels of government to move on what is rapidly developing as a crisis in housing.
3. Homesharing is an excellent project that for some people will provide affordable supportive housing. Programs should be developed.
4. The signs on social housing projects must be removed.
5. Units are needed to address the growing problem of single persons unable to find affordable housing.
6. We need strategies to hear the voices of the people who are affected by the lack of housing. Homeless families, youth, refugees etc. need to be empowered and strategies developed to enable them to be heard more effectively.
7. Question: Are we going to follow-up from the Consultation in a small group to actually DO something about the problems?

   Response: The final report with summaries of the workshops, the recommendations and a list of participants will be mailed to everyone who attended the consultation.

Also, in most of the represented communities, there are groups that can help to focus on the solutions (for eg. Social Housing Coalitions and Social Planning Councils).

8. It is important that people with many different interests in the issue of homelessness have come together to discuss the problems and solutions at one workshop. A Provincial/National lobby with representatives from all of the Regional Workshops would be a powerful way to get political support. Unless the political powers and the media are influenced then the problems may remain at a community or individual level. Perhaps the organizing committee, when they send out the final report, could inquire if there is interest in a Provincial/National lobby group. It would be a powerful message to all levels of government if there are many different groups from different areas asking for the same thing.

   The Planning Committee Chairperson expressed the willingness to do this at least initially on a Regional level. One of the key elements in solving the problems is the political will in every party at every level of government.

9. The Afternoon Chairperson then expressed the need to support local politicians when decisions are necessary to support social housing.

RECOMMENDATIONS

Affordable and Quality Housing Recommendations

A. It was recommended that the Provincial government:

1. Increase the Maximum Unit Price (MUP) to reflect the actual cost of units in social housing projects.
2. Urge the Federal government to remove Capital Gains exemptions on real estate other than principal residence. This would stop the rampant speculation in real estate.
3. Build in flexibility to social housing programs so that single people can be housed as well as the elderly and mid-income earners.
4. Build in flexibility to social assistance programs so that people can save money to enable them to "move up", rather than putting any extra money into rent (if they obtain a better job for example).

B. It was recommended that the Provincial and Municipal governments:

1. Assist in the development of Homeshare programs in our area.
2. Develop land banking programs to decrease the cost of the land to allow the development of affordable housing.

Supportive Housing Recommendations

A. It was recommended that the Provincial government:

1. Change the wage structure (a minimum wage of $6.50/hour) and increase the social welfare rates so that everyone should receive some kind of adequate guaranteed income.
2. Co-ordinate the funding of housing and support services. The Ministry of Housing, Ministry of Health and the Ministry of Community and Social Services need to provide the housing projects and support services to meet the social needs of the residents.
3. Produce new money for new programs. Both the Ministry of Community and Social Services and the Ministry of Health should not expect existing dollars to stretch over new projects.
4. Create jobs to accompany housing and support service development. This would ease the transition into independence.
5. Ensure security of tenure for everyone including those people with special needs in supportive housing.
6. Revise the point system so that when someone is housed in a transition setting, the point-rating is not used against them when they apply for subsidized housing.

B. It was recommended that the Municipal government:

1. Raise the comfort level for all on social assistance in lodging homes from $77.00 per month to the seniors level.

C. It was recommended that the Community:

1. Develop housing services by consulting with the people that are actually going to use them. People on the receiving end of our administrative procedures have a lot of ideas about how they could be managed better and we should be receptive to what they tell us.

Emergency Housing Recommendations

A. It was recommended that the three levels of government:

1. Provide funding to supply the last month's rent for people who are on social assistance programs.
2. Provide funding to supply trained staff for emergency shelters to deal with ex-psychiatric patients, battered spouses, abused teenagers, refugees etc.
3. Provide funding for the development of the Crisis Care Home project in Hamilton and other communities. The home is to be a service for mentally ill or psychiatric clients who are experiencing a personal crisis.
4. Provide funding to develop family emergency shelters where a 2 parent family can stay together while they look for other accommodation.
5. Provide funding for the development of second stage housing where people can be taught life skills or maintain their independent skills while looking for housing.
6. Provide funding to develop outreach programs to assist homeless people to solve personal problems (ie. alcohol or drug dependence, chronic unemployment) and facilitate independent living in the community.

Refugee Housing Recommendations

A. It was recommended that the Federal government:

1. Through the Canada Assistance Plan and in co-operation with the Provincial Governments - Increase the amount of social assistance benefits because it is presently inadequate to pay for food, shelter and other necessities.
2. Provide immigrants with an orientation package (in their mother language) of information that outlines what is available in Canada in the areas of housing, employment and services. Many refugees come with a lot of expectations that are not met.

B. It was recommended that the Provincial government:

1. Remove the one year Ontario resident regulation for assisted housing.
2. Provide funding for housing projects - Co-ops, Non-Profits etc. for the community at large. This would provide more affordable/available housing. Some of the funding should go to smaller communities.
3. Provide funding for the development of education programs that would inform the general public about the situation of refugees and their value to our communities.

C. It was also recommended that refugee services network in local and surrounding communities to provide better assistance and information to refugees.

Availability of Housing Recommendations

A. It was recommended that the Provincial government:

1. Amend the Planning Act to require that during the private development process a 5% dedication of land be allocated to the municipality to be used for social housing.
2. Consider the feasibility of a "Rent-to-Own" program.
3. Remove the necessity of signing property that is or will be used for social housing projects.
4. Remove the right of municipalities to "downzone" multiple dwelling unit zoning designations to lower density designations in response to actual or anticipated community opposition to social housing projects.
5. Allow the development of smaller (less than 50 units) social housing projects so they can be assimilated more readily into communities.

B. It was recommended that the Municipal government:

1. Increase their level of involvement in social housing. As a general principle, the provision of social housing should become more of a municipal obligation and responsibility with appropriate funding from the upper levels of government.
2. Enact zoning by-laws to facilitate the conversion of vacant buildings to all types of housing units.
3. Permit "as of right" zoning for group homes (within defined parameters) under the Planning Act.
4. Amend zoning by-laws at the time of official plan approval so that subsequent community opposition can be avoided.
5. Permit "as of right" zoning to single family homeowners to facilitate the construction.

Non-Profit Housing Program Revisions

All municipal non-profit corporations should have a range of community group representation on their boards, which would include labour groups, social planning councils and other community associations concerned with social housing issues.

Roomers, Boarders and Lodgers

There was general support from the participants for the recommendation of the provincial task force on Roomers, Boarders and Lodgers, that all rooming, boarding and lodging home tenants should be covered by the Landlord and Tenant Act.

Common Recommendations

A. The Affordable and Quality, Emergency, Refugee and Availability of Housing workshops all recommended that:

   1. The Provincial government provide funding for the development of education and research programs to inform communities of the need for affordable/quality housing and to indicate that housing is a right for everyone.

B. The Affordable and Quality, and Refugee Housing workshops both recommended that:

1. The Provincial and Municipal governments provide funding to provide education programs:
   a. for tenants on - how to maintain a unit
      - their rights as tenants and how to arrange tenant associations
   b. for landlords on - their responsibilities as landlords
      - the situation and general understanding of homeless people
2. The Municipal governments develop a housing registry that lists all available/affordable housing in the area. Also the Regional Municipality of Hamilton-Wentworth should maintain a common waiting list for all non-profit housing projects.
3. The Municipal governments regulate and enforce building standards and Public Health by-laws to upgrade the condition of existing housing stock.

CONSULTATION PARTICIPANTS

Conference Chairmen:

Shirley Collins (morning chairman)
Alderman, City of Hamilton
Chairperson - Health & Social Services Committee
Region of Hamilton-Wentworth
71 Main St. West
Hamilton, Ontario
L8N 3T4

Ben Vandezande (afternoon chairman)
Alderman, City of St. Catharines
Council Representative to IYSH
Vice-Chairman of Bethlehem Housing
Project of Niagara
70 Tecumseh St.
St. Catharines, Ontario
L2M 2M6

Opening Remarks:

Jeffrey Patterson
Chairman of the Ministries Advisory
Committee on IYSH
Metro Toronto Social Planning Council
950 Yonge St., Suite 1000
Toronto, Ontario
M4W 2J4

Keynote Speaker:

Dr. Michael Dear
Professor of Geography
University of Southern California
University Park
Los Angeles, California
90089 - 0663 U.S.A.

Workshop Facilitators:

Bill Bosworth
Executive Officer
Homes First Society, Toronto
90 Shuter Street
Toronto, Ontario
M5B 2K6

George Gliva
Social Worker
Hamilton Psychiatric Hospital
P.O. Box 585
Hamilton, Ontario
L8N 3K7

Sophia Gubbins
Community Activist, Hamilton
178 Walnut St. S.
Hamilton, Ontario L8N 2L9

Monica Quinlan
Co-ordinator
SHAIR International Resource Centre
25 Hughson St. S., Suite 514
Hamilton, Ontario
L8N 2A5

George Wheeler
Program Officer
Ministry of Housing
55 Hess St. South
Hamilton, Ontario
L8P 4R8

Workshop Presenters:

Julia Atkinson Housing Consumer	960 Limeridge Rd. E., Unit 50, Hamilton L8W 2C4
Bill Bain Chief Administrative Officer Hamilton East Kiwanis Non-Profit Homes Inc.	681 Main St. East Hamilton, Ontario L8M 1K3
Betty Ann Baker Executive Director Niagara Penninsula Homes	27 Division St., Suite 4 Welland, Ontario L3B 3Z5
Miguel Castro	127 Peter St. Hamilton, Ontario L8R 1T7
Tony DiSilvestro	158 Hester St. Hamilton, Ontario L9A 2N8
Brenda Doyle Farge	654 St. Clarens Ave. Toronto, Ontario M6H 3W9
Terry Fraser Vice-President Hamilton Social Housing Coalition	10 Brookstream Court Hamilton, Ontario L8K 6J2
Brother Richard MacPhee Director Good Shepherd Centre	135 Mary St. P.O. Box 1003 Hamilton, Ontario L8N 3R1
Lorraine Petsche Co-Chairman, Refugee Committee St. John the Baptist Parish	235 Glencairn Ave. Hamilton, Ontario L8K 3P1
Lee Salmond, Homeshare Waterloo Region c/o Kitchener/Waterloo Social Planning Council	10 Water St. North Kitchener, Ontario N2H 5A5
Donald Sloboda Vice-President Ontario Long Term Residential Care Association	219 Balsam Ave. South Hamilton, Ontario L8H 3B9
Eva Stradenska Hamilton & District Multicultural Council	500 James St. North Hamilton, Ontario L8L 1J4
Carmela Vidic Lodging Home Field Worker Regional Social Services	701 Upper Sherman Ave. Hamilton, Ontario L8V 3M7

Norma Walsh Director, Social Planning and Policy Development Division, Social Services Regional Social Services	P.O. Box 910 119 King St. W. Hamilton, Ontario L8N 3V9
Norm Westbury Representative Alec Murray Real Estate Co.	760 Upper James St. Hamilton, Ontario L9C 3A2
Lucille Yates Residence Director MacNab Street Y.W.C.A.	75 MacNab St. S. Hamilton, Ontario L8P 3C1
Ellen Zwart, Coordinator Bethlehem Housing Project of Niagara	100 St. Paul St. St. Catharines, Ontario L2R 3M2

<u>Planning Committee</u>:

Bruce Charlton Concerned Citizen	189 Caroline St. S. Hamilton, Ontario L8P 3L3
Maggie Fischbuch Housing Policy and Development Officer Social Planning and Policy Division Hamilton-Wentworth Regional Social Services	119 King St. W. P.O. Box 910 Hamilton, Ontario L8N 3V9
Sophia Gubbins Community Activist	178 Walnut St. S. Hamilton, Ontario L8N 2L9
John Hardy News Director CHML Radio Station	875 Main St. W. Hamilton, Ontario L8S 4R1
Anne Hughes Consultation Coordinator	
Basilia Iatomasi Community Development Consultant McQuesten Legal and Community Services	360A Queenston Rd. Hamilton, Ontario L8K 1H9
Milica O. Kovacevich Executive Director Social Planning and Research Council of St. Catharines and Thorold	225 Church St. St. Catharines, Ontario L2R 3E8
Brian Leckie, Coordinator Community Housing Service Hamilton Psychiatric Hospital	P.O. Box 585 Hamilton, Ontario L8N 3K7

Diane Mandell Program Coordinator Ontario Social Development Council	60 Bloor St. West, Suite 208 Toronto, Ontario M4W 3B8
Dorothy Marchesan (Chairperson) Member - Board of Directors of the Social Planning and Research Council of Hamilton and District	228 Bell Avenue Hamilton, Ontario L8K 3E6
Jody Orr, Executive Director Social Planning and Research Council of Hamilton and District	155 James St. S., 6th Floor Hamilton, Ontario L8P 3A4

CONSULTATION REGISTRANTS

Judy Adamson
Canadian Mental Health Association
Housing Program
115 MacLean Place
Welland, Ontario
L3B 5X9

Violet Wakeman-Ajandi
United Nations Children's
International Centre
60 Arkledun Ave.
Hamilton, Ontario L8N 2H8

Denise Arkell
Y.W.C.A.
6135 Culp St.
Niagara Falls, Ontario
L2G 2B6

Mr. V. Bagal
Hamilton Psychiatric Hospital
P.O. Box 585
Hamilton, Ontario
L8N 3K7

Deb Barfknecht
McQuesten Legal & Community Services
360A Queenston Rd.
Hamilton, Ontario
L8K 1H9

Miki Beldman
Homestead
c/o 59 Elizabeth Court
Hamilton, Ontario
L8S 2P5

Heidi Billyard
Cooperative Housing Federation of
Hamilton-Wentworth
845 Upper James St., Suite 207
Hamilton, Ontario
L9C 3A3

Barbara Blake
University Women's Club of
Hamilton and Burlington
22 Centennial Parkway South
Stoney Creek, Ontario
L8G 2B9

Birgitt Bolton
Wesley Urban Ministries
129 Rebecca St.
Hamilton, Ontario
L8R 1B9

Rev. Robert Bond
Selkirk Baptist Church
P.O. Box 179
Selkirk, Ontario
N0A 1P0

Rev. Martin Boughan
Mission Services
P.O. Box 368
Hamilton, Ontario
L8G 3C8

Sharon Brown
1170 Fennell Ave. E., Apt #206
Hamilton, Ontario
L8T 1S7

Linda Burton
Hamilton Psychiatric Hospital
P.O. Box 585
Hamilton, Ontario
L8N 3K7

Vera Chouinard
Geography Department,
McMaster University
1280 Main St. W.
Hamilton, Ontario L8S 4K1

Dave Christopherson
Alderman
Hamilton City Hall
71 Main St. W.
Hamilton, Ontario
L8P 1H4

Jan Clark
Innovative Housing Group
726 Burgess St.
Hamilton, Ontario
L8H 6J4

Stephanie Collins
631 Bunting Rd.
St. Catharines, Ontario
L2M 2Z9

Al Craig
The Living Rock
125 Bold St., #40
Hamilton, Ontario
L8P 1V2

John Crandall
Hamilton Psychiatric Hospital
P.O. Box 585
Hamilton, Ontario
L8N 3K7

Pat Crawford
Gateway Residence of Niagara Inc.
P.O. Box 556
Virgil, Ontario
L0S 1T0

Joyce Cruickshank
United Way of Kitchener-Waterloo
and Area
607 King St. W., Suite 201
Kitchener, Ontario
N2G 1C7

Connie Cunningham
Homes Unlimited
388 Dundas St.
London, Ontario
N6B 1V7

Julie Darnay
Social Planning Council of
Niagara Falls
5017 Victoria Ave.
Niagara Falls, Ontario
L2E 4C9

Jacquelyn Davies
Cooperative Housing Federation
of Hamilton
15 Main St.
Dundas, Ontario L9H 2P7

Kevin Davis,
Alderman
City of Brantford
100 Wellington Square
Brantford, Ontario
N3T 2M3

Gloria DeSantis
Waterloo Region Social Resources
Council, Professional Building
Waterloo Town Square, Suite 214
75 King St. S.
Waterloo, Ontario
N2J 1P2

Jeanette Dempster
Community Mental Health Program
c/o St. Catharines General Hospital
142 Queenston St.
St. Catharines, Ontario L2R 2Z7

David Dirks
Waterloo Region Social Resources
Council, Professional Building
Waterloo Town Square, Suite 214
75 King St. S., Waterloo, Ont. N2J 1P2

Sylvia Dixon
YM/YWCA
40 Queen St.
Brantford, Ontario
N3T 3B2

Rob Dobrucki
City of Welland
27 Division St.
Welland, Ontario
L3B 3Z5

Hazel Donaldson
Brantford United Way
88-1/2 Colborne St.
P.O. Box 7
Brantford, Ontario
N3T 5M3

Elaine Eastman
Halton Social Planning Council
1515 Rebecca St., Suite 301
Oakville, Ontario
L6L 5G8

Terry Fagan
Coordinator, IYSH Secretariat
777 Bay St., 15th Floor
Toronto, Ontario
M5G 2E5

Mary Jane Fenton
Office of the Ombudsman
125 Queens Park
Toronto, Ontario
M5S 2C7

Margaret Firth
Richard Allen's Office
196 Locke St. S.
Hamilton, Ontario
L8P 4B4

Marilyn Firth
Co-op Housing Federation
72 Harrison Ave.
Hamilton, Ontario
L8H 3A1

Sister Aloysia Fischer
Neighbour to Neighbour Centre
49 Charlton Ave. East
Hamilton, Ontario
L8N 1Y3

Terry Fisher
Canadian Mental Health Association
Hamilton-Wentworth Branch
1 Hunter St. East
Hamilton, Ontario
L8N 3W1

Bob Fotheringham
119 King St. W., 7th Floor
P.O. Box 2112
Hamilton, Ontario
L8N 3Z9

Phil Gatenby
Niagara Regional Social Services
40 Front St. N., P.O. Box 344
Thorold, Ontario
L2V 3Z3

Walter Gavloski
Brantford United Way
88-1/2 Colborne St.
P.O. Box 7
Brantford, Ontario
N3T 5M3

Helen A. Geagan
Neighbour to Neighbour/Association
of Dundas Churches
144 Melville St.
Dundas, Ontario
L9H 2Z5

Susan Ginn
Ontario March of Dimes
495 Woodward Ave.
Hamilton, Ontario
L8H 6N6

Ernie Ginsler
Executive Director
Kitchener-Waterloo Social
Planning Council
10 Water St. N.
Kitchener, Ontario
N2H 5A5

Valerie Girodat
The Working Center
58 Queen St. S.
Kitchener, Ontario
N2G 1B6

Dr. Amy Griffin
Assocation of Dundas Churches
46 Tally Ho Drive
Dundas, Ontario
L9H 3M6

Donna Gough
Social Planning and Research Council
of St. Catharines
409 St. Paul St., Apt.#2B
St. Catharines, Ontario L2R 3N1

Lynne Gough
Corporatiion of the Town of Oakville
1225 Trafalgar Rd.
Oakville, Ontario
L6J 5A6

Carol Haigh
Peel Non-Profit Housing
10 Peel Centre Drive
Brampton, Ontario
L6T 4B9

Ruth Halstead
Co-op Housing Federation
66 Elosa Drive
Hamilton, Ontario
L9C 7B3

Nick Head
True Experience Work Program
P.O. Box 112
Dunnville, Ontario
N1A 2X1

Elise Hopkins
Social Planning and Research Council
of Hamilton and District
155 James St. S., 6th Floor
Hamilton, Ontario
L8P 3A4

Rob Kendrick
Halton Social Planning Council
1515 Rebecca St., Suite 301
Oakville, Ontario
L6L 5G8

Dee Kennedy
Kitchener YWCA
84 Frederick St.
Kitchener, Ontario
N2H 2L7

Salisha Khan
44 Queen St. N., #1605
Hamilton, Ontario
L8R 3H8

Leena Kinanen
Support Services
Region of Hamilton-Wentworth
119 King St. W., 12th Floor
P.O. Box 910
Hamilton, Ontario
L8N 3V9

Reg Kirstead
Mission Services
120 Cannon St. E., P.O. 368
Hamilton, Ontario
L8N 3C8

Edward Kowalski
Corporation of the City of Hamilton
71 Main St. W.
Hamilton, Ontario
L8N 3T4

Edna Krikorian
86 Allan Drive
St. Catharines, Ontario
L2N 1E9

Kim Lawrence
Hamilton Psychiatric Hospital
P.O. Box 585
Hamilton, Ontario
L8N 3K7

Karen Lethbridge
St. Catharines General Hospital
39 Huntley Crescent
St. Catharines, Ontario
L2M 6E5

Janice Lewis
Urban Native Homes Inc.
25 Hughson St. S., #508A
Hamilton, Ontario
L8N 2A5

Mary Ann Longson
Social Planning Council of
Kitchener-Waterloo
10 Water St. N.
Kitchener, Ontario
N2H 5A5

Marina Lundrigan
Homes Unlimited
388 Dundas St.
London, Ontario
N6B 1V7

Donna Lucas
Interval House
1760 King St. E.
Hamilton, Ontario
L8K 1V7

Nancy Mackeigan
Canada Mortgage & Housing Corporation
650 Lawrence Ave. N.
Toronto, Ontario
M6A 1B1

Rev. R. Mackenzie
Brantford United Way
88-1/2 Colborne St.
P.O. Box 7
Brantford, Ontario
N3T 5M3

Mr. E. Malek
285 Mohawk Rd. E., #506
Hamilton, Ontario
L9A 2J2

Mrs. E. Malek
285 Mohawk Rd. E., #506
Hamilton, Ontario
L9A 2J2

Ingrd Maraj
Bob Mackenzie's Office
1522 Main St. East
Hamilton, Ontario
L8K 1E3

Carole Martin
Good Shepherd Centre
135 Mary St., P.O. Box 1003
Hamilton, Ontario
L8N 3R1

Ruth Martin
Welcome Inn Community Centre
51 Hopkins Court
Dundas, Ontario
L9H 5M6

Mark Mascarenhas
Ministry of Housing
55 Hess St. S.
Hamilton, Ontario
L8P 4R8

Linda Matthews
Co-op Housing Federation
31-701 Stone Church Rd. W.
Ancaster, Ontario
L9G 3K9

Sandy McCallum
CUPE Local 167
11 West 1st St.
Hamilton, Ontario
L9C 3B5

Pamela McColgan
Hamilton Psychiatric Hospital
P.O. Box 585
Hamilton, Ontario
L8N 3K7

Debbie McKay
Mary Ellis House
614 King St. E.
Hamilton, Ontario
L8N 1E2

Jane McMichael
Regional Municipality of Niagara
2201 St. Davids Rd., P.O. Box 1042
Thorold, Ontario L2V 4T7

Ted Myerscough
305-137 Dunn Ave.
Toronto, Ontario
M6K 2R8

Hugo Neufeld
Welcome House
40 Wood St.
Hamilton, Ontario
L8L 3Y3

Jacqueline Oake
Neighbour to Neighbour Centre
668 Fennell Avenue East
Hamilton, Ontario
L8V 2B3

Mari O'Brien
MSW Student
74 Avondale St., #1
Brantford, Ontario
M3S 4M2

Hargaret Opatovsky
Community Legal Services of
Niagara South
27 Division St.
Welland, Ontario L3B 3Z5

Councillor Nick Petrachenko
Open Door Concepts
411 Main St. E.
Welland, Ontario
L3B 3X5

Rev. John Porter
Chris Ward's Office
23 Main St.
Dundas, Ontario
L9H 2P7

Doug Rankin
English in the Working Environment
85 David St.
Kitchener, Ontario
N2G 1Y1

Kathy Rankin
Adolescent Community Care
56 Hess St. S.
Hamilton, Ontario
L8P 3N3

Steven H. Reynolds
Regional Social Services of
Hamilton-Wentworth
P.O. Box 910
Hamilton, Ontario
L8N 3V9

Jackie Roddy
Social Planning Council of
Niagara Falls
5017 Victoria Avenue
Niagara Falls, Ontario
L2E 4C9

J.H. Rogers
St. Matthew's House
414 Barton St. E.
Hamilton, Ontario
L8L 2Y3

Rebecca Rowlandson
Kitchener YWCA
84 Frederick St.
Kitchener, Ontario
N2H 2L7

Elizabeth Rowley
Communist Party of Canada
1098 Cannon St. E.
Hamilton, Ontario
L8L 2S4

C. Salciccioli
Regional Social Services of
Hamilton-Wentworth
P.O. Box 910
Hamilton, Ontario
L8N 3V9

Joe Scanlan
113 Breadalbane St.
Hamilton, Ontario
L8R 3G7

Michael J. Schuster
Regional Social Services of
Hamilton-Wentworth
P.O. Box 910
Hamilton, Ontario
L8N 3V9

Patricia Scott
St. Matthew's House
414 Barton St. E.
Hamilton, Ontario
L8L 2Y3

Sue Shortland
Niagara Penninsula Homes
27 Division St.
Welland, Ontario
L3B 3Z5

David Smith
East Region Mental Health Services
615 Brittania Ave.
Hamilton, Ontario
L8H 2A5

Lee Staats
Urban Native Homes Inc.
25 Hughson St. S., #508A
Hamilton, Ontario
L8N 2A5

Roy Stevens
YMCA, Hamilton and Burlington
79 James St. S.
Hamilton, Ontario
L8P 2Z1

Anne Stewart
Status of Women
120 Duke St., #502
Hamilton, Ontario L8P 4T1

Sam Sussman
Social Services
London Psychiatric Hospital
P.O. Box 2532, Terminal A
London, Ontario
N6A 4H1

Mary Taylor
Haldimand Norfolk Work Group of Simcoe
P.O. Box 988
Simcoe, Ontario
N3Y 5B3

Bill Thompson
Richard Allen's Office
196 Locke St. S.
Hamilton, Ontario
L8P 4B4

Jacque Tremblay
Haldimand Norfolk Work Group of Simcoe
P.O. Box 988
Simcoe, Ontario
N3Y 5B3

Adelina Urbanski
Social Services, Halton Region
1151 Bronte Rd., P.O. Box 7000
Oakville, Ontario
L6J 6E1

Ted Vander Wal
Niagara Regional Social Services
40 Front St. N., P.O. Box 344
Thorold, Ontario
L2V 3Z3

Vanie Vee
IYSH Secretariat
777 Bay St., 15th Floor
Toronto, Ontario
M5G 2E5

Arthur W. Verral
Wesley Urban Ministries
129 Rebecca St.
Hamilton, Ontario L8R 1B9

Dr. Joseph Veselisin
Hamilton & District Multicultural
Council
c/o 500 James St. N.
Hamilton, Ontario
L8L 1J4

Tom Vu
Ontario Welcome House
Ministry of Citizenship and Culture
Standard Life Centre, Plaza Level
2 King St. W.
Hamilton, Ontario L8P 1A1

Eileen Walker
John Howard Society
124 James St. S.
Hamilton, Ontario
L8P 2Z4

Leslie Warringer
YWCA
6135 Culp St.
Niagara Falls, Ontario
L2G 2B6

Cindy Webb
Brantford Ethnoculturefest
288 Murray St.
Brantford, Ontario
N3S 5T1

Jane Webb
755 Dunsmure
Hamilton, Ontario
L8H 1H8

Pat Wells
SHAIR
25 Hughson St. S., Suite 514
Hamilton, Ontario
L8N 2A5

Pam Weston
799 Stone Church Rd. East
Hamilton, Ontario
L8W 1A9

MayLanne Whittall
Advisory Committee on IYSH
777 Bay St., 15th Floor
Toronto, Ontario
M5G 2E5

Marian Williamson
Home Based Services
Region of Hamilton-Wentworth
119 King St. W., 12th Floor
P.O. Box 910
Hamilton, Ontario
L8N 3B9

Robin Wilk
Peel Non-Profit Housing
10 Peel Centre Drive
Brampton, Ontario
L6T 4B9

Susan Wilkin
Peel Non-Profit Housing
10 Peel Centre Drive
Brampton, Ontario
L6T 4B9

Vera Woloshyn
Hamilton Psychiatric Hospital
P.O. Box 585
Hamilton, Ontario
L8N 3K7

Lisa Woodrow
Hope Haven Homes
984 Montclair Ave.
Hamilton, Ontario
L8M 2E6

Debbie Yeo
17 Queen St.
St. Catharines, Ontario
L2R 5G5

Gerry Young
Emergency Shelter of Hamilton-
Wentworth Foundation
1059 Upper James St., Suite 202
Hamilton, Ontario L9C 3A6

Saul Zemaitis
Ontario March of Dimes
495 Woodward Avenue
Hamilton, Ontario
L8H 6N6

Dorothy Zicard
Adolescent Community Care
56 Hess St. South
Hamilton, Ontario
L8P 3N3

EVALUATION SUMMARY

Fifty-five evaluation forms were submitted for analysis. For the overall organization of the consultation, 25 of these indicated that it was excellent, 27 said it was good and 3 gave a fair rating.

Forty-five of the evaluations indicated that the morning plenary speaker was excellent and 10 rated him as good.

The overall content of the consultation was rated as excellent by 17 of the evaluations and good by 29 of them. Eight rated it as fair or poor.

Few of the evaluations rated the workshops. Of the 16 responses to the Affordability Workshop, 12 rated it was excellent or good. Fourteen of 16 responses indicated that the Availability Workshop was excellent or good. Eighteen responded to the Supportive Workshop and of these 14 said that it was excellent or good.

Of 21 responding to the Emergency Workshop, 18 gave it an excellent or good rating and 6 of the 9 responses to the Refugee workshop gave it the same rating.

Thirty-four of 37 rated the Rooftops Canada Slide show as excellent or good and 19 of 22 gave these ratings to the closing plenary session.

Thirty-four of 55 stated that their expectations of the consultation were met.

General Comments about the Consultation included:

1) Needed to have more homeless representatives involved.
2) Too much attempted for 1 day workshop.
3) Few realistic solutions.
4) Ministry of Housing personnel should be resource only.
5) Public education needed around public awareness and acceptance.
6) Need for <u>one</u> common, central registry for <u>all</u> private and public geared to income applications.